



Strategic Approach to Patient Focus and Public Involvement

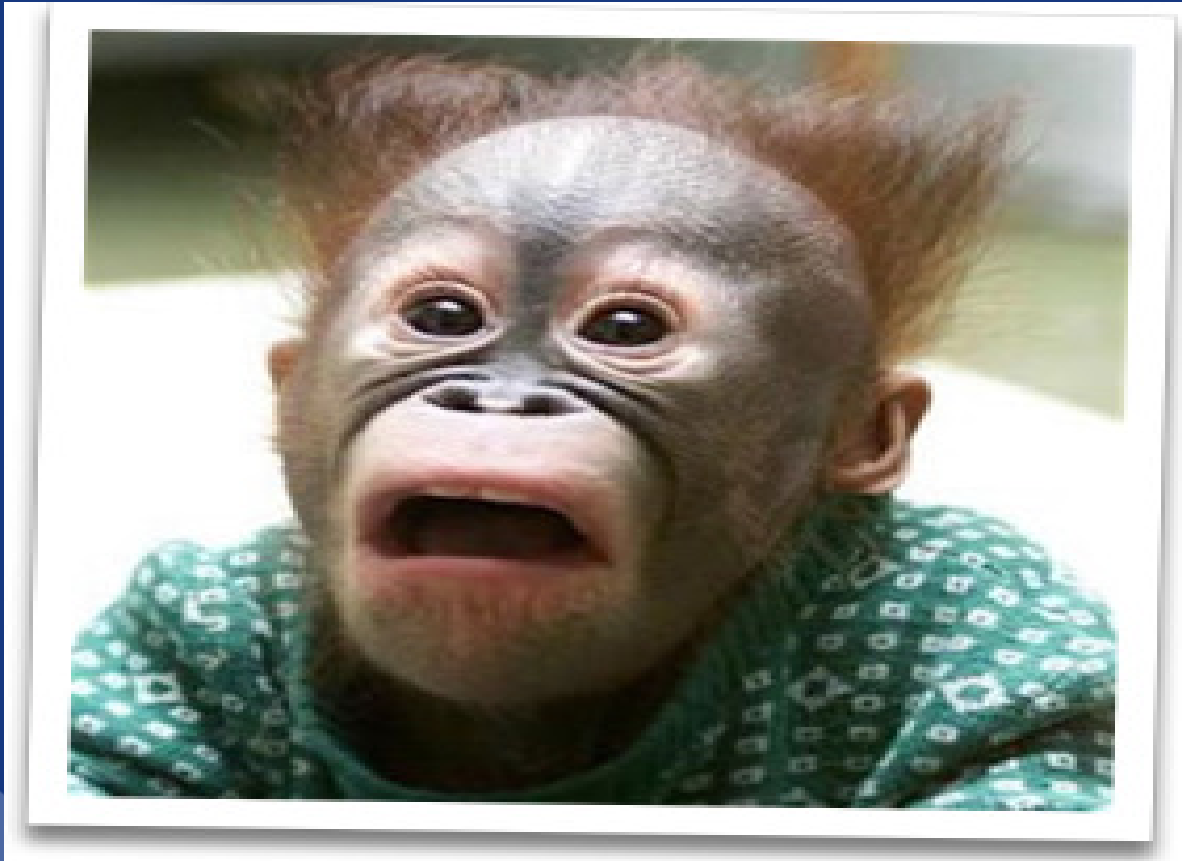
'It's all about you'

Andrew Moore

Interim Head of Patient and Community
Relations

- Context
- Starting Point
- Strategic & Operational Capacity
- Fundamental Challenges
- Building blocks
- The futures bright

In the beginning.....



Strategic & Operational Capacity

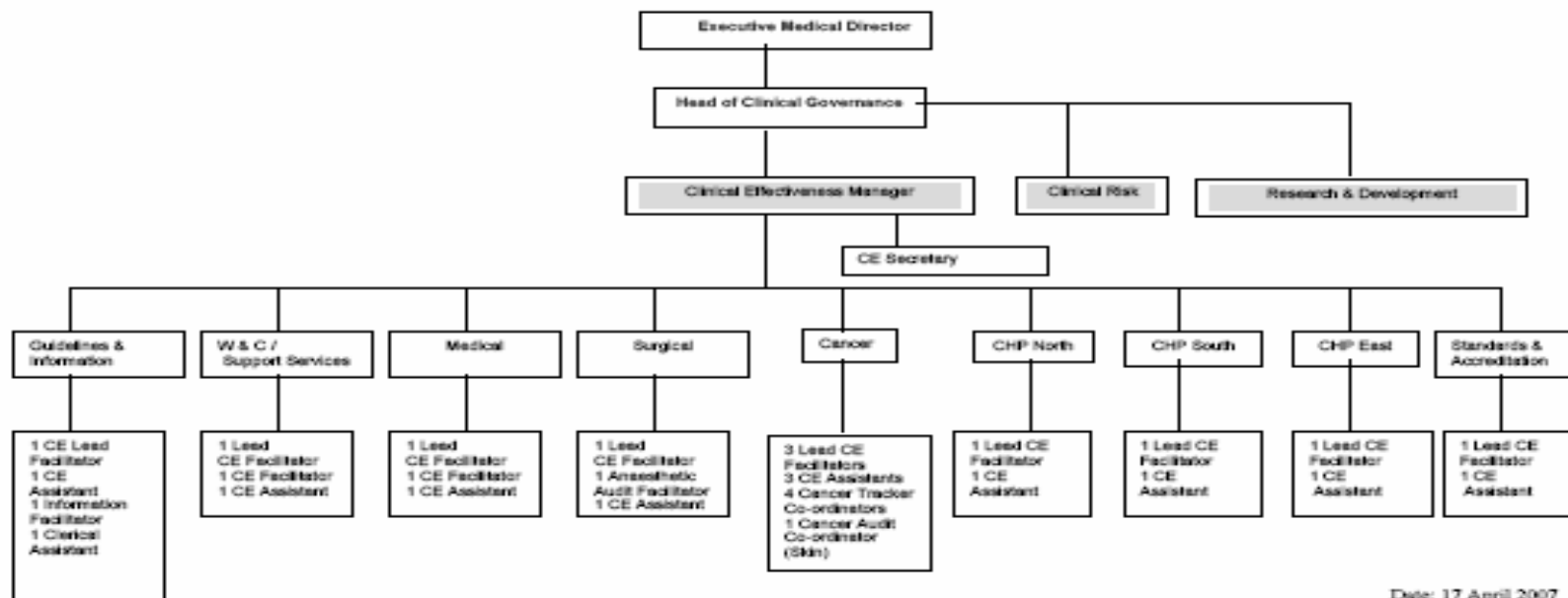


21/09/2009

Strategic & Operational Capacity



CLINICAL GOVERNANCE ORGANISATIONAL CHART



Date: 17 April 2007
 Review Date: 17 April 2008
 Jacky Willis
 Clinical Effectiveness Manager

Strategic & Operational Capacity

- Lead Director – Nurse Director
- One Manager
- Three PPF Co-ordinators
- Secure additional funding – 2 posts
- Establish PFPI Committee
- 3 PPF's
- Patient's Council
- Put building blocks in place

Fundamental Challenges



- AWARENESS
- OWNERSHIP
- ACCOUNTABILITY

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Our Approach



AWARENESS



Patient Focus
Public
Involvement

It's all
about you



Ownership



- You're already doing it !
- Get recognition for what your doing !
- Events and awards
- Sharing good practice
- Integral part of performance management

ACCOUNTABILITY



Scottish Health Council Portfolio Assessment Template				
NHS Ayrshire & Arran				
SECTION 1 – Development Issues – Common to All Boards				
Ref	Agreed Action	Lead Director	Lead Officer	Governance Committee / (s)
1.1	Continue to demonstrate the effectiveness of the Patient Focus and Public Involvement Committee to establish how these developments impact on the Patient Focus and Public Involvement agenda.	Fiona McQueen	Andrew Moore	H&PGC

Building Blocks

- Revised PFPI strategy
- Compliance with national guidance/standards
- Produce local guidance for staff
- Undertake training needs analysis – devise training
- Capture activity – reports
- Identify/share good practice
- Equality & Diversity

Improve Patient Focus



- Customer Care
- Standards
- Information and advice
- Training – DVD
- Dignity and respect campaign
- Therapeutic relationships
- Capturing the patient experience

The futures bright.....



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